



NIP-216-02

**IN THE UNITED STATES PATENT AND TRADEMARK OFFICE**

Applicants: Tooru HORIE et al.  
Serial No.: 10/796,172  
Filed: March 10, 2004  
For: ANSWER SYSTEM FOR TECHNICAL SUPPORT, AND  
TECHNICAL SUPPORT METHOD  
Group: 2167  
Examiner: L. Black

**AMENDMENT**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

February 22, 2006

Sir:

In response to the Office Action dated August 29, 2005, the period for reply thereto being extended three months by the attached Petition for Extension of Time to expire February 28, 2006, reconsideration and withdrawal of the outstanding rejections and allowance of the present application are respectfully requested in view of the following amendments and remarks.

**Amendments to the Specification** begin on page 2.

**Amendments to the Claims** begin on page 5.

**Amendments to the Drawings** are on page 12.

**Remarks** are included following the amendments.

An **Appendix** including amended drawing figures is attached following the

Remarks.